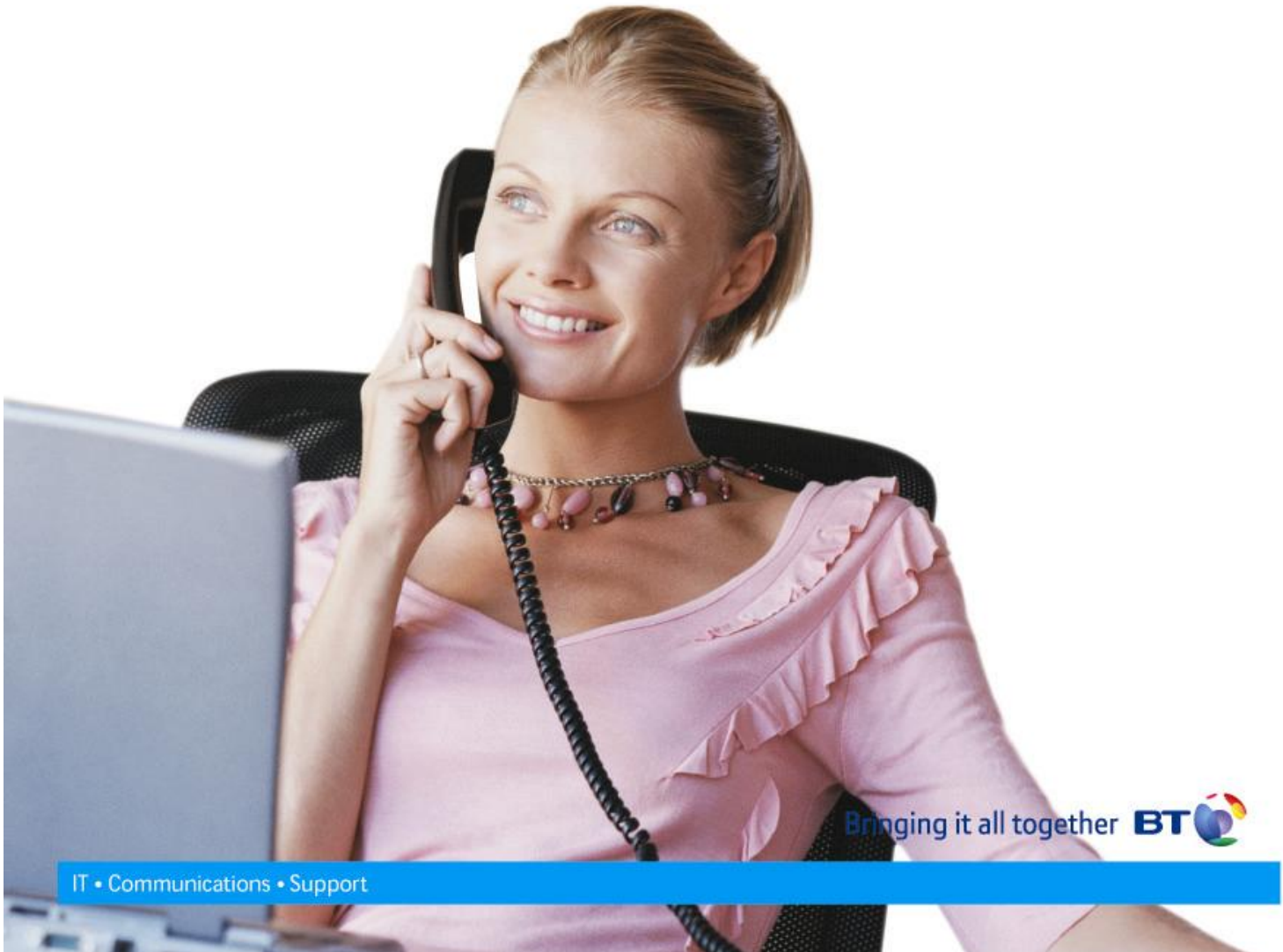
# BT Quantum

## User Guide
### BT Quantum System



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# Welcome

## Using this document

This User Guide is your guide to using the features of the BT Quantum system with a BT Digital or IP Systemphone, a BT Q DECT Telephone, a BT Q Telephone or a compatible standard telephone.

For more information about the BT Quantum system refer to the following documents:

- Quick Reference Guides for each of the telephones supported by the BT Quantum summarize the features and functionality of the BT 8528, BT 8568, BT 5320 and BT5330 systemphones, BT Q DECT telephone and BT Q Telephones.
- BT Quantum Administration Guide for information on how to administer your BT Quantum system using the web interface and the programming extension.
- BT Quantum Quick Start Guide for a quick overview of how to get a basic system up and running.
- BT Quantum Installation Guide for instructions on installing and commissioning the BT Quantum system.

## BT contact details

BT Quantum On-Line Support: http://www.productsupport.bt.com/quantum

BT Quantum Help Desk: 0870 240 8377

BT Fault Reports: 0800 800 154.

For information on obtaining additional systemphones or system options, please call BT Sales at 0800 800 152.

These numbers are pre-programmed and can be accessed under the Directory key on the systemphones.

# About your BT Quantum telephones

The BT Quantum communications system supports four different types of systemphone.

- BT 8568 and BT 8528 Digital Systemphones.
- BT 5330 and BT 5320 IP Systemphones. These can be used as both internal extensions and as remote teleworker extensions.

In addition, BT Quantum also supports the following phones.

- BT Q DECT telephone: up to 4 can be supported on your system.
- BT Q Telephone.

The following section gives a short description of each of these telephones.

You can also use a softphone with your BT Quantum system. This is a software program that allows you to have an extension connected over the Internet using a PC. This is documented in the BT Quantum Unified Communication (UC) package.

## BT Quantum Systemphones

Systemphones provide enhanced functionality over standard analogue or DECT telephones. They offer increased comfort and larger, easy to use menu driven displays. BT Quantum supports four different types of systemphone.

### BT 8568 Digital Systemphone

The BT 8568 Digital Systemphone is equipped with a six-line display. It has a hearing aid-compatible handset, a message indicator lamp, an internal speaker and microphone providing on-hook dialling, and five types of keys: feature keys, dial pad keys, navigation keys, menu keys and programmable keys.

Handset: The handset is hearing aid compatible (HAC).

Navigation Keys: The two top keys on the lower half of the telephone are pre-programmed as Navigation Keys. Use these keys to page through display screens.

Menu Keys: Use these keys to view and select feature options.

Display: Viewing area for using features and identifying callers.

Ring/Message Indicator: Flashes to show call, message and feature activity.

| | |
|---|---|
| Rapid flashing | An incoming call or the phone is in Auto Answer mode |
| On | On a call or using a feature. |
| Off | Telephone is idle. |

Feature Keys for the BT 8568 and 8528 systemphones: Provide quick access to commonly used features.

| Key | Feature |
|---|---|
| **Up**<br>**Down** | Volume control for the ringer, handset, and speaker.<br>Adjust ringer volume while telephone is ringing.<br>Adjust handset or speaker volume while using handset or speaker. |
| **Hands-free** | Activates Hands-free mode (speakerphone). |
| **Mute** | Press to temporarily turn off microphone during a call. |
| **Directory** | Activates the Personal and System Directories. |
| **Programme**<br>**Cancel** | Programmes features when telephone is Idle.<br>Cancel key when handset lifted.<br>Left/backspace when entering dial pad text. |
| **Redial** | Calls the last external number dialled. Cannot redial internal numbers. |
| **Hold** | Places the current external call on hold. Cannot put internal calls on hold. |
| **Transfer** | Transfers the current call. |
| **Message** | Connects to voice mailbox and lights to indicate message waiting. |

Dial pad: Use the dial pad keys to dial telephone numbers, enter feature codes, and enter characters when using features that require text input.

Programmable Keys: Fourteen of the sixteen keys on the lower half of the telephone are programmable. (The top two of the sixteen are Navigation Keys. See above.) In default the fourteen programmable keys are programmed as lines 1 to 14. All fourteen programmable keys can be programmed with features. See Using Programmable keys on Page 57.

External Speaker: Provides audio for hands-free calls and background music.

## BT 8528 Digital Systemphone

The BT 8528 Digital Systemphone includes the same features and functionality as the BT 8568, with the following exceptions:

- It is equipped with a two-line display.
- The Transfer Key is used as a recall key for transferring calls, setting conference calls and activating features while on a call.
- In order to access systemphone features you must use the BT Quantum Feature Access Codes. For more information see Feature Access Codes on page 60.

## BT 5330 IP Systemphone

The BT 5330 IP Systemphone is a full-featured, IP telephone that provides voice communication over an IP network.

The BT 5330 systemphone has a large backlit liquid crystal display, programmable keys, on-hook dialling, and a Ring/Message indicator.

Handset: The handset is hearing aid compatible (HAC).

Menu Keys: Use these keys to view and select feature options.

Display: Viewing area for using features and identifying callers.

Ring/Message Indicator: Flashes to show call, message and feature activity.

| | |
|---|---|
| Rapid flashing | An incoming call or the phone is in Auto Answer mode |
| On | On a call or using a feature. |
| Off | Telephone is idle. |

Feature Keys for the BT 5320 and 5330 systemphones: Provide quick access to commonly used features.

| Key | Feature |
|---|---|
| **Up**<br>**Down** | Volume control for the ringer, handset, and speaker.<br>Adjust ringer volume while telephone is ringing.<br>Adjust handset or speaker volume while using handset or speaker. |
| **Hands-free** | Activates Hands-free mode (speakerphone). |
| **Mute** | Press to temporarily turn off microphone during a call. |
| **Phone adjust** | Adjusts contrast and brightness. |
| **Programme / Cancel** | Programmes features when telephone is Idle.<br>Cancel key when handset lifted.<br>Left/backspace when entering dial pad text. |
| **Redial** | Calls the last external number dialled. Cannot redial internal numbers. |
| **Hold** | Places the current external call on hold. Cannot put internal calls on hold. |
| **Transfer** | Transfers the current call. |
| **Message** | Connects to voice mailbox and lights to indicate message waiting. |

Dial pad: Use to dial telephone numbers, enter feature codes, and enter characters when using features that require text input.

Page Navigation Keys: Use to page through Display screens.

Programmable Keys: There are 15 programmable keys on three pages, five keys per page. Use the Page Navigation keys to scroll through the three pages. All keys are pre-programmed as Line keys. They can be re-programmed as features. See Using Programmable Keys on Page 57.

Previous / Next keys: These keys allow you to scroll up and down through the features on the top half of the display.

External Speaker: Provides audio for Hands-free calls and background music.

## BT 5320 IP Systemphone

Similar to the BT 5330, the BT 5320 IP Systemphone is a full-featured, IP telephone that provides voice communication over an IP network.

The BT 5320 systemphone has a large liquid crystal display, on-hook dialling, a Ring/Message indicator and a hearing aid compatible handset (HAC).

The BT 5320 systemphone has 10 programmable keys on two pages, five keys per page. Use the Page Navigation keys to scroll through the pages. All keys are pre-programmed as Line keys. They can be re-programmed as features. See Using Programmable keys on Page 57.

## Comfort and Safety Tips

Observe the following comfort and safety tips when using your systemphone:

Do not cradle the handset.  Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your neck and shoulder. If you frequently use the telephone, you might find a headset more comfortable.

Adjust the viewing angle: The built-in stand tilts to give you a better view of the keys. See “Adjusting the Viewing Angle” on page 54.

Protect your hearing. Because prolonged exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level. You can adjust the volume levels of the handset receiver or headset. See “Changing Volume Levels” on page 55.

## Headset Instructions

Your systemphone is designed to work with a headset that has a 4-pin, RJ-type connector. Only specific headsets are hearing aid compatible (HAC).

### *Connecting and activating the headset on the BT 5330 and 5320 systemphones*

- Insert the headset jack into the headset port located on the back of the telephone.
- After a few seconds, Turn Headset on appears on the display.
- Select **Turn headset on** to activate the headset.
- Turn Headset off now appears on the display to allow you to turn the headset off.

Note: Removing the headset from the headset Jack automatically turns the headset off.

### *Connecting and activating the headset on the BT 8568 systemphone*

- Insert the headset jack into the headset port located on the back of the telephone.
- Press the ⊗ key and select the option **Turn headset on.**
- The phone returns to the Idle menu with Turn Headset off on the display.

Note: Removing the headset from the headset jack does not exit headset mode. To disable the headset press ⊗ and select **Turn headset off**.

### *Connecting and activating the headset on the BT 8528 systemphone*

- Insert the headset jack into the headset port located on the back of the telephone.
- Dial code **707** to turn the headset on and off.

### *Making an internal or external call when using a headset*

Press the **Hands-free** key and dial your calls in the normal way.

### *Ending a call when using headset*

Press the **Hands-free** key.

### *Answering a call when using a headset*

Select Answer the Call on the display, or press the **Hands-free** key.

## Other supported telephones

In addition to systemphones, BT Quantum supports the Q DECT and the Q Telephone. These phones do not provide the same level of features as systemphones. However entering a feature code can access certain features. See the codes on Page 60.

### Q DECT Telephone

Display: Viewing area for using features and identifying callers.

Battery charge status: Dark fill indicates charge level. Icon flashes red when almost empty.

Display Keys: Vary their function. Bottom line of display shows current function.

Control Key: Opens the main menu. Use to scroll: press outer ring of key to navigate right/left, up/down.

Feature Keys: Provide quick access to commonly used features.

| Key | Feature |
|---|---|
| End Call On/Off | End call. Cancel. Go back one menu level (press briefly).<br>Go back to idle status (press and hold).<br>Activate/deactivate handset (press and hold in idle status). |
| # Hash | Dialpad lock On/Off (press and hold in idle status).<br>Toggles between upper/lower case and digits. |
| Mute | Press to temporarily turn off microphone during a call. |
| R Recall | Used with Feature Codes. (See Feature Code table on Page 60) |
| * Star | Ringtone On/Off (press and hold) with open connection. |
| Call | Answer call. Start dialling. Open Redial List. Flashes to indicate incoming call. |
| Hands-free | Press to activate Hands-free mode (speakerphone). |

## Q Telephone

The BT Quantum also supports the BT Q Phone shown below.

The BT Q Phone supports basic call handling, programmable keys (speed dial, feature codes etc.), on-hook dialling, and caller display.

The BT Quantum is compatible with other standard telephones. Refer to your telephone user guide for information on how to use your specific telephone.

# Call Basics

The following procedures describe how to answer and place internal and external calls, and how to use related features. The procedure you use will vary depending on the features available on the telephone you are using. For example, only a systemphone will allow you to select a command from the display.

## Answering Calls

When your telephone rings you will be presented with the incoming number if available. On systemphones and the BT Q Telephone you will also be presented with a name if available (BT Q DECT does not display names which are stored on the BT Quantum System).

You can do one of the following to answer the call:

- Select **Answer the call** on the display.
- Lift the handset.
- Press the **Hands-free** key .

### Key light indications for Incoming Calls

The systemphone Line keys are equipped with lights that indicate the status of the lines.

The BT 5330 and BT 5320 systemphones are equipped with dual coloured lights. A green light indicates the Line you are using or if multiple calls are ringing your phone the green flashing light indicates the first call presented to your telephone. This is the line that will be answered by pressing **Answer the call** or by going off hook. The line lights flashing red indicate the other incoming calls. You may answer any of the lines by pressing the associated line key.

The BT 8562 and 8525 systemphones lights are red only. A flashing light indicates an incoming call. When multiple calls are ringing your telephone the flashing keys indicate the lines the calls are on.

### Using Auto Answer for internal calls

You can programme your systemphone to work in Auto Answer mode. In this mode the Ring / Message indicator light flashes, and when you receive an internal call you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the systemphone.

Note: Incoming external calls override the Auto Answer mode and ring the telephone.

To turn Auto Answer on/off on a systemphone:

- Press the ⊗ key.

- Select **Auto Answer**.
- Select the required option: **Set Auto Answer** or **Cancel Auto Ans** to set or cancel the automatic answer mode.

# Making Calls

## Making an External Call

- Lift the handset, or use the Hands-free key if available, and select a free line in one of the following ways:
  - Dial **9** to select a line from Line Group 1.
  - Dial **760 - 769** to select a line from Line Groups 2 to 11 respectively.
  - Press **Line key 1** for line 1, **Line key 2** for line 2, and so on. This only applies if the Programmable Keys are programmed as line keys (this is the default setting).
- Dial the external telephone number.

On a systemphone if you do not lift the handset then you may enter digits in pre-dial mode. Digits will not be sent for processing until you lift the handset, press the **Hands-free** key, or select **Dial** from the display. If you enter an incorrect number you can press the ⊗ key to delete digits and re-enter the correct number.

- If you are entering an external number in pre-dial mode you must enter a line access code **9** or **760 - 769** before entering the external number.

## Withholding your number when making an external call (CLIR)

You can withhold your number so that it is not shown on the telephone you are calling in one of the following ways:

From a BT 5320, 5330 or 8568 systemphone select **Set CLIR** from the idle menu.

- Enter the external number. (Do not enter a line access code 9 or 760 – 769).
- When you have entered all the digits press **Send to line.**
- A free line will be selected automatically and the number will be dialled.

From a BT 5320, 5330, 8568 or 8528 systemphone select a line and dial **141** followed by the external number.

From all phone types, dial **9** or **760-769**, and dial **141** followed by the external number.

From BT 8562 systemphone a Q phone, Q DECT telephone, or a standard telephone dial **724** the external number and **#**. (You do not enter a line access code 9, 760 - 769 when dialling the number). A free line is automatically selected and the number dialled.

Note: Extensions can be programmed so that the telephone number is automatically withheld on all external calls. See the Administration manual for the programming instructions.

### Making an Internal Call

You can make an internal call in one of the following ways:

- Enter the extension number (**201 – 248**) and select **Dial**.
- Lift the handset, or use the Hands-free key if available, and dial the extension number (**201 – 248**).
- Select **Internal call** on the display, and select the desired extension from the list.

The display will show the extension number, or the extension name if available. Refer to the Administration manual for instructions on programming extension names.

### Making a Call to an Extension Group

Your BT Quantum system may be programmed with up to 20 Extension Groups. You can call a group in one of the following ways:

- Dial the group number (**180 - 199**) and select **Dial.** (180 = group 1, 181 = group 2 etc. 199 = group 20)
- Lift the handset and dial the extension group number (**180 - 199**).
- Select **Internal Call** on the display and select **Group** from the list. Then select the desired group from the group list.

## Placing a Call on Hold

You can place an external call on hold in the system. To place an external call on hold:

- On a systemphone, while on the call, select **System hold** on the display or press the hold key.
- The light associated with the Line key flashes to indicate the call is on hold.
  - On a BT 8528 or BT 8568 systemphone the light flashes red.
  - On a BT 5320 or BT 5330 systemphone the light flashes green.

On a Q phone, Q DECT telephone, or a standard telephone press **Recall** (**R**) and hang up.

To retrieve the call that is on hold:

- On the systemphone that placed the call on hold select **Return to line** on the display or press the **Line** key associated with the call.

- From another systemphone press the line key associated with the call. The line light is solid red.
- On a Q DECT telephone, or compatible standard telephones that placed the call on hold dial **719**. This returns to the call placed on hold by the telephone.

If an extension has two calls on system hold, selecting **Return to line** or dialling **719** will return to the first call that was put on hold.

Note: Only external calls can be placed on hold.

### Recall from Hold

Calls placed on hold ring the extension that placed it on hold after 90 seconds. If the call is not answered within 30 seconds it rings the group or extension programmed to ring for incoming calls on the line.
If the extension is busy after the 90 seconds a call waiting indication is given. If the call is not answered within 30 seconds it rings the group or extension programmed to ring for incoming calls on the line.

## Transferring Calls

You can transfer calls to other extensions or to external numbers.

### Transferring a Call to another Extension

On a BT systemphone, to transfer a call to another extension:

- While on the call, select **Internal trans** on the display.
- Select the desired extension from the extension list presented on the display, or dial the extension number.
- Select **Transfer** or replace the handset.

You can transfer a call to an extension when the extension has answered, while ringing the extension, or while busy tone is being returned from the extension.

On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to transfer a call:

- Press the **Recall (R)** or the () Key on the telephone.
- Dial the extension number.
- Replace the handset.

### Transferring a Call to an External Number

Extensions should be programmed to allow External Divert so this feature can be used. By default all extensions are restricted from diverting or transferring external calls to an external number. Please refer to the Administration guide for the programming instructions.

On a BT systemphone, to transfer a call to an external number:

- While on the call, scroll until External trans is displayed.
- Select **External trans.**
- Select a free line and dial the number or dial a line access code **9**, **760 –769** and the external number.
- You can also select a number from the system or personal speed-dial list. When a number is selected it is dialled on a free line.
- When the call is answered, press **Transfer**.

Transferring an external call to an external number ties up two lines (one for the incoming call and one for the external transferred call).

On a BT 8528 systemphone, Q DECT telephone, Q phone, or a compatible standard telephone, to transfer a call to an external number:

- Press the **Recall (R)** or the (↷) Key on the telephone.
- Dial **9** or **760 - 769** and the external number.
- Replace the handset.

## Speed Dial

Speed Dial allows you to dial stored telephone numbers quickly. Speed-dial numbers are either system numbers stored at a system level and available to all extensions, or personal numbers stored in your telephone and available on your extension.

You can store a personal speed-dial list of up to 50 numbers, and a system speed-dial list of up to 999 numbers.

System users may access any of the system speed-dial numbers provided their class of service does not restrict them from dialling the number. Even though the extension's Class of Service restricts an extension from directly dialling a number, the Class Of Service Override allows that extension to access all system speed-dial numbers. For a description of Class of Service Override, refer to the BT Quantum Administration Guide.

### Adding Numbers to your Personal Speed-dial list

To add a personal speed-dial number:

- On a BT 8568 systemphone, press the **Directory** key .
- On a BT 5330 or BT 5320 systemphone, scroll through display screens and select **Directories.**

- Select **Personal Entries**.
- Enter the Index number **(01 – 50)** to specify the location of the number.

Note: The Index number is the number assigned consecutively to each item in the speed-dial list.

- Enter the telephone number you wish to store, and select **Confirm.** (Do not enter the line access code 9 or 760 – 769).
- Enter the name associated with the telephone number, and select **Confirm**.
- Press the **Hands-free key** to finish.

On a BT 8528 systemphone:

- Dial **75**.
- Enter the index number **(01 – 50)** to specify the location of the number.
- Enter the telephone number you wish to store followed by **#.** (Do not enter the line access code 9 or 760 – 769).
- Using the keypad, enter the name followed by **#**.

On a Q DECT telephone, Q phone or a compatible standard telephone:

Lift the handset, or press the **Hands-free** key if available.

- Dial the code **75.**
- Enter the index **(01 – 50)** to indicate where you want to store the number.
- Enter the external number you want to store. Do not enter the line access code 9 or 760 – 769).
- Replace the handset.

## Accessing the Personal and System Speed-dial lists from a BT 5330 or 5320 systemphone

Scroll through display screens and select **Directories.**

- Select **PER speed dial** for personal numbers and **SYS speed dial** for system entries.
- Enter the first letter of the name or scroll through the entries to locate the entry you need.

- Select the name.

A line is automatically selected and the number dialled. If some numbers have been entered without names they are presented at the end of the list.

## Accessing the Personal and System Speed-dial lists from a BT 8568 systemphone

Press the **Directory** key **.**

- Select **PER speed dial** for personal numbers and **SYS speed dial** for system entries.
- Enter the first letter of the name or scroll through the entries to locate the entry you need.
- Select the name.

A line is automatically selected and the number dialled. If some numbers have been entered without names they are presented at the end of the list.

## Accessing the Personal Speed-dial list from a BT 8528 systemphone

- Dial **74**.
- Enter the index **(01 – 50).**

After an index number is entered you can use the Cursor keys to scroll through the list.

You can also press the key and enter the first letter of the name.

- When the entry is selected go off hook. A line is automatically selected and the number dialled.

If some numbers have been entered without names they are presented at the end of the list

## Accessing the Personal and system Speed-dial lists from a Q DECT or standard telephone

For personal speed dial on a Q DECT telephone, Q phone or a compatible standard telephone dial one of the personal speed-dial location codes (**7401 – 7450**).

For system speed dial on Q DECT telephone, Q phone or a compatible standard telephone, dial one of the system speed-dial location codes (**4001 – 4999**).

## System speed dial on a BT 8528 systemphone

On a BT 8528 systemphone when **Directory** key is selected the display shows the System Speed Dial List only.

To select a system speed dial you can:

Enter the index number or scroll down the entries to locate the entry you need and go of hook or press the speakerphone key to dial the number.

Press the key and enter the first letter of the name to locate the entry you need.

### Adding Numbers to your System Speed-dial list

- On a systemphone access the Directory:
  - On a BT 8568 systemphone, press the **Directory** key
  - On a BT 5330 or BT 5320 systemphone, scroll through display screens and select **Directories**
- Select **System Entries**.
- Enter the system-programming password (1111 is the default.)
- Enter the Index number (**001 – 999**) to specify the location of the new number.
  - The Index number is simply the number assigned consecutively to each item in the speed-dial list.
- Enter the telephone number you wish to store, and select **Confirm.**
- Enter the name associated with the telephone number, and select **Confirm.**

Up to twenty digits may be stored in any location. A name of up to sixteen characters, including spaces, can be used for each entry.

- Select a line group if you wish to dial the number over a different line from the default - by default all numbers are dialled over Group 1, accessed by dialling **9**. Press the **Hands-free key** to finish programming.

Note: It is not possible to add system speed dial entries from a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone.

## Voicemail

Your BT Quantum system may be programmed with three different types of voicemail.

- Extension voicemail: voicemail allocated to a specific extension. By default, extensions are not allocated voicemail.
- Group voicemail: voicemail shared by an extension group and accessed by any extension in the group. If group voicemail has been configured on your system, any voicemail messages for the group will be recorded in the group voicemail when Group Divert is directed to voicemail. By default, groups are not allocated voicemail.
- System voicemail: voicemail assigned to one or more lines and shared by all extensions. On your BT Quantum system, System voicemail may be programmed

to answer incoming calls to all extensions. It is set up to answer specific lines. The length of time a call rings before System Voicemail answers may also have been defined.

- When voicemail is allocated to an extension or group, Divert no answer and Divert on busy are automatically set to send calls to voicemail for the extension or group.

Please consult your system administrator or refer to the BT Quantum Administration Guide for information on how to configure group or the system voicemail.

## Accessing voicemail from a BT Quantum 8568, 5320 and 5330 Systemphone.

- Press the key.
- A voice prompt is heard asking for the extension number. Enter your extension number or select your extension from the display.
- To access an extension number other than your own you may enter that extension number or select it from the list.
- To access group voicemail, enter the group number (**180 – 199**) as the extension number.
- To access the System Voicemail, enter **0**.
- A voice prompt is heard asking for the password. Enter the voicemail password (**1111** by default).
- A voice prompt is heard: “You have X new messages and Y old messages”

The following options are displayed (voice prompts are also heard for these options)

- Play
- Mailbox Options
- Exit

Note: Each message is time stamped to tell you when it was received. Dial **1** to skip the time stamp.

When replaying a message the options are (voice prompts are also heard for these options):

- Next message
- Erase message
- Forward message
- Prev message
- Start of message
- Pause/Unpause

- Back 10secs
- Forward 10secs
- Exit

When the message has been replayed the following options are available:

- Next message
- Erase message
- Forward message
- Prev message
- Start of message
- Call Back options

## Retrieving messages from Extension and Group voicemail

If new voice messages have been left on your voicemail or your group voicemail, the Message Waiting light, located on the top right-hand corner of your systemphone, will be on and flashing. In addition, (X) Message (s) or Group Message will appear on your display, and you will hear a broken dial tone (broken dial tone is also heard by standard telephones, BTQ phones and BTQ DECT phones when messages have been left in their voice mail boxes).

To retrieve extension or group voicemail messages:

- Select **(X) Messages** or **Group Messages** from the display.
- Enter your extension number.
- Enter your voicemail password (1111 by default).
- Select **Play**. The new messages are played.

## Turning the System Voicemail on and off

To activate the System voicemail the system must be programmed so that the System voicemail is set to answer calls on selected lines or numbers. See the Administration manual for details on programming the System Voicemail box.

The System VM Box prompt is shown on the Idle display of extension 201 only.

From Extension 201 select **System VM Box** on the Idle menu to turn the System Voicemail on. You must have lines programmed as above to activate the system Voicemail.

Select the prompt **Sys VM Box Off** to turn the system Voicemail box off

## Retrieving messages from the System Voice mail.

When there is a new message on the System Voice mail the Message Waiting light on extension 201 will be lit and xx Sys VM messag will appear on the top line of the display.

To retrieve System Voicemail messages:

- Press the key.
- Enter **0** when asked to enter an extension number.
- Enter the System voicemail password (1111 by default)**.**
- Select **Play**. The new messages are played.

Note: Each message is time stamped to tell you when it was received. Dial **1** to skip the time stamp.

When an extension is allocated a voicemail, Divert No Answer and Divert on Busy are automatically set to send calls to voicemail.

If you wish to have all calls go immediately to your voicemail you can activate Divert All calls to voicemail. To do so:

- Select **Divert** on the idle menu and choose **Divert all**.
- Select **Divert to VM**.
- Select Confirm.

## Forwarding a message from voicemail

You can forward a message from your voicemail to the voicemail of another extension.

- While you are listening to the message, select **Forward Message**.
- Select the extension to forward the message to
- From the menu on the display, select **Pre-pend message** to record an introduction to the message or **Forward message** to send the message without recording an introduction.

Note: If Unified messaging is activated for the extension using IMAP then messages can only be forwarded from the e-mail account. The system Administrator should be contacted for details on Unified Messaging.

## Callback options

When this option is selected, the following options are displayed:

- Return Call

- Leave a message

## Automatically calling the sender of a message

Return Call allows you to call the sender of a voicemail message.

- When you have listened to a voicemail message select **Return Call**.
    - The system calls the sender's number.
    - To return calls to external callers, the phone number of the person who left the message must be available at the time they were leaving the message (this is sometimes referred to as Called Display Service).

## Leave a message

- Once the feature is selected, the list of extensions is presented. Select the extension you want to leave a message for, record the message and press **#**.

## Recording your own voicemail greeting

If your extension has voicemail enabled, you can record your own greeting. The greeting will be played to callers who are answered by voicemail.

To record a greeting:

- At your extension, press the ✉ key.
- Enter your extension number when prompted (you may also use the **#** key if you are at your own extension).
- Enter your voicemail password (1111 by default).
- Select **Mailbox options.**
- Select **Record greeting**.
- When prompted, speak to record a personalised greeting and press **#**.
- Press **Confirm.**
- Press **Replay greeting** to listen to the greeting.
- Press **Record greeting** to re-record your greeting.
- Press the Hands-free key to finish programming.

## Replaying the voicemail greeting

- At your extension, press the ✉ key.
- Enter your extension number when prompted.

- Enter your voicemail password (1111 by default).
- Select **Mailbox options.**
- Select **Replay greeting** and the greeting will be replayed.

### Monitoring and picking-up callers as they speak to your voicemail

You can operate your voicemail in Voicemail Monitor Mode. In this mode, when calls are diverted to your voicemail and your extension is free, the callers message is relayed over the speaker of your systemphone. If you lift your handset you can intercept the call and no message is left in voicemail.

- Press the key.
- Enter your extension number when prompted.
- Enter your voicemail password, (1111 by default).
- Select **Mailbox options**
- Scroll until **Monitor** is displayed.
- Select **Monitor.**
- Select **Monitor on** or **Monitor off.**

### Changing your voicemail password

By default, each extension is allocated the same voicemail password (1111). You can enter your own password, which can be up to eight digits long, as follows:

- Press the **k**ey.
- Enter your extension number when prompted.
- Enter your voicemail password (1111 by default).
- Select **Mailbox options.**
- Select **Change password.**
- Enter your new voicemail password, which can be up to eight digits long.
- Re-enter your new password, to confirm it.
- Press the Hands-free key to finish programming.

## Accessing voicemail from a BT 8528 systemphone, Q DECT, Q phone or compatible standard telephone

The Q DECT telephones, Q phones and compatible standard telephones can also access voicemail.

You can set any Divert to VM by setting the diversion to **710**.

- Dial **732 710** to Divert All Calls to voicemail.
- Dial **733 710** to Divert On Busy to voicemail.
- Dial **734 710** to Divert on No Answer to voicemail.

If your extension is equipped with a telephone that can display the incoming number information, an indication will be given on the telephone that you have new voice messages.

If your telephone does not have caller identification capability you should manually access your voicemail to check for messages.

Broken Dial tone is heard when a message has been left in your voice mailbox.

To access voicemail on a BT 8528 systemphone:

- Press the key.
- Enter your extension number when prompted.
- Enter your voicemail password, (1111 by default) followed by **#**.

To access Voicemail on a Q DECT telephones, Q phones and compatible standard telephones:

Dial ∗ followed by the extension number, voicemail password and **#.**

Dial the following numbers to access your messages and manage your voicemail.

Main Menu:

| Dial | |
|---|---|
| 0 | Mailbox options |
| 1 | Replay Messages |
| 3 | For Advanced options. |
| 4 | Go to previous message |
| 5 | Go back to start of message including time stamp |
| 6 | Go to Next message |
| 7 | To Delete this message |
| 8 | Forward message |
| 9 | Help |
| ∗ | Main Menu |
| # | Exit |

After message playback begins:

| Dial | |
|---|---|
| 0 | Pause playback. |
| 1 | Replays the first message |
| 2 | Go back to start of message with no time stamp |
| 4 | Go back to previous message. |
| 5 | Go back to start of message including time stamp |
| 6 | Play the next message. |
| 7 | Erase the message |
| 8 | Forward message to another extension. |
| 9 | Help |
| * | Back 10 seconds |
| # | Forward 10 seconds |

When message is over, the following options are available:

| Dial | |
|---|---|
| 0 | Mailbox options |
| 1 | Replay Messages |
| 3 | For Advanced options. |
| 4 | Go to previous message |
| 5 | Go back to start of message including time stamp |
| 6 | Go to Next message |
| 7 | To Delete this message |
| 8 | Forward message |
| 9 | Help |
| * | Main Menu |
| # | Exit |

Mailbox options

| Dial | |
|---|---|
| 1 | Record your greeting |
| 5 | Change your password |
| * | Return to the main menu. |

Advanced Options

| Dial | |
|---|---|
| 2 | Return Call. Automatically make a call to caller who left the message.<br>(Not applicable with remote mailbox access) |
| 5 | Leave a message |
| * | Return to the main menu |

## Retrieving voicemail messages remotely

In order to access your extension voicemail remotely you must have your calls diverted to your voicemail, and have

- A number programmed to ring directly at your extension (sometime referred to as a DDI).
- Or a line programmed with Auto Attendant.
- Or a dedicated DDI number programmed to access the voice mail.

Please refer to the Administration Guide for the system programming instructions.

To retrieve voicemail messages remotely, dial through to your extension. To do so:

- Dial the number if a number is programmed to ring directly at your extension, or dial the Auto Attendant number, and dial your extension number when you receive the Auto Attendant greeting or dial the DDI number that is answered by the voice mail.
- When answered by your voicemail greeting, access your voicemail by dialling * followed by your extension number, voicemail password and #.

When accessing voicemail you may dial the following codes to access and manage your voicemail.

While listening to the greeting Main Menu

| Dial | |
|---|---|
| 0 | Mailbox options |
| 1 | Replay Messages |
| 3 | For Advanced options. |
| 4 | Go to previous message |
| 5 | Go back to start of message including time stamp |
| 6 | Go to Next message |
| 7 | To Delete this message |
| 8 | Forward message |
| 9 | Help |
| * | Main Menu |
| # | Exit |

After message playback begins

| Dial | |
|---|---|
| 0 | Pause playback. |
| 1 | Replays the first message |
| 2 | Go back to start of message with no time stamp |
| 4 | Go back to previous message. |
| 5 | Go back to start of message including time stamp |
| 6 | Play the next message. |
| 7 | Erase the message |
| 8 | Forward message to another extension. |
| 9 | Help |
| * | Back 10 seconds |

Mailbox options

| Dial | |
|---|---|
| 1 | Record your greeting |
| 5 | Change your password |
| * | Return to the main menu. |

Advanced Options

| Dial | |
|---|---|
| 2 | Return Call. Automatically make a call to caller who left the message.<br>(Not applicable with remote mailbox access) |
| 5 | Leave a message |
| * | Return to the main menu |

# Call Features

This section is a guide to using the features available on your extension. The system administrator can enable and disable some of the features available to extensions. The features are described in alphabetical order.

If a feature can also be used on a BT 8528 systemphones, Q DECT telephones, Q phones and compatible standard telephones, you will find those instructions at the end of each feature description.

## Account Codes

If your BT Quantum system has been programmed to use account codes, you can associate four-digit codes with incoming and outgoing external calls. These codes are included in the Call Logging output.

Account codes can be programmed as either optional or mandatory.

- If optional, you can choose whether or not to enter a code when making an external call.
- If mandatory, you must enter a code before making an external call.

Refer to the BT Quantum Administration Guide for details on programming account codes.

## Account Codes – Optional Mode

When the Optional Account Code feature is programmed on for an extension Enter Account Code appears on the systemphone idle menu.

### *Entering the Account Code before making a call*

On a BT systemphone, to enter an account code before a call:

- Select **Enter A/C Code** from the idle menu.
- Enter a four-digit code. You will hear dial tone.
- Dial the external number as usual.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to enter an account code, dial **796** followed by the four-digit code. A free line is selected in line group 1, normally accessed by dialling 9.

### *Entering the Account Code during a call*

On a BT systemphone, to enter an account code during a call:

- When on a call, select **Enter A/C Code** from the display. The call is placed on hold.
- Enter a four-digit code. The call is automatically reconnected.

On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to enter an account code during a call, dial **R797** followed by the four-digit code.

If a code has not been entered either before or during a call, the option to enter the code is displayed on the systemphone for 10 seconds after the call is completed.

### *Entering the Account Code after the call*

On a BT systemphone to enter an account code after a call:

- Select **Enter A/C Code** from the display.
- Enter a four-digit code.

On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to enter an account code after a call, dial **796** followed by the four-digit code.

Note: If you place a second call for external consultation, external transfer or external conference, an account code cannot be entered for the second call.

## Account Codes – Mandatory mode

In Mandatory mode the extension must enter the account code before making an external call.

When the Forced Account Code feature is programmed for an extension, Enter Account Code appears on the systemphone idle menu.

### *Entering the Account Code*

On a BT systemphone, to enter an account code:

- Select **Enter Account Code** from the idle menu.
- Enter a four-digit code. You will hear dial tone.
- Dial the external number as normal.

This only allows calls on group 1.

To use other groups or to select a specific line dial the group access code **760 –769** or select a line and then dial the account code followed by the number.

- On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to enter the account code, dial **796** followed by the four-digit code.

This only allows calls on group 1.

To use other groups or to select a specific line dial the group access code **760 –769** or select a line and then dial the account code followed by the number.

Notes:

If you attempt to select a line or make an external call in any other way an invalid tone is returned.

An extension in mandatory mode cannot make a second call to set up an external consultation transfer or conference. To make a second call while you are on a call:

- Place the first call on System Hold.
- Enter an account code for the second call.
- Place the second call.

Calls can be answered or retrieved from hold without entering an account code.

If a speed-dial number is selected, you are prompted to enter an account code before the call is placed.

# Call Pick-up

## Picking up Calls ringing at another extension

Call Pick-up allows you to pick up any call ringing at another extension.

- On a BT systemphone from the Idle menu, select Call Pick-Up on the display and select or dial the extension number the call is ringing at.
- On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to use Call pick-up dial **726** followed by the extension number.

## Call waiting from external calls

If you are on a call, and your extension receives another external call a call waiting indication is given to your telephone.

On a systemphone the display flashes the message Call Waiting –Line X that indicates the line the call is on.

You can also programme the phone to hear Call Waiting tone. By default this tone is not presented to any extension. Please refer to the Administration Guide for instructions on programming Call Waiting Tone.

Call waiting tone is not provided on the BT 5330 and BT 5320 systemphones.

To select the second call:

- Press the line key associated with the second call.

The first call will be placed on hold. If you hang up the first call, the waiting call will ring your telephone.

On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to place the original call on hold press **Recall (R) or** (↷) and hang up the telephone. (Dial **719** to return to the call placed on hold).

## Conference calls

You can hold a three-way conference call:

- Between three extensions.
- Between two extensions and an external number.
- Between two external numbers and an extension.

### Holding an Internal Conference Call

- When on a call scroll until Internal Conference is displayed.
- Select **Internal Confer**.
- Select the extension to be included in the conference.
- When the extension answers, select **Conference** on the display.

- At the start of a conference call a single tone is presented to all parties to indicate that the call is a conference call.

### Holding an External Conference Call

On a BT systemphone, to hold include an external number in a conference call:

- When on an external call, scroll until External Conference is displayed.
- Select **External Confer.**
- Select a free line from the display and dial the external number.
- When the call is answered, select **Conference** on the display.

    - At the start of a conference call a single tone is presented to all parties to indicate that the call is a conference call.

Note: An external conference call ties up two exchange lines.

On a BT 8528 systemphones, Q DECT telephones, Q phones and compatible standard telephones, to hold a conference call:

- When on a call, press **Recall (R) or (↷).**
- Place the second call.
- When it is answered press **Recall (R) or (↷)** and dial **3.**

## Consultation calls

### Making an Internal Consultation

While on a call you can contact an extension to make an enquiry. To do so on a systemphone:

- While on a call scroll until Internal Consultation is displayed.
- Select **Internal Consultation**.
- Select or dial the extension.

When the call is answered you can go back and forth between the two calls.

- Select **Return and Hold** on the display each time you want to return to the held call and hold the current call.
- Select **Return and Relea** on the display when you want to return to the held call and release the current call

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, you can contact another extension to make an enquiry.  To do so:

- While on a call press **Recall (R) or** (↷) on your telephone.
- Dial the extension number.

To return to the first call and place the second call on hold:

- Press **Recall (R) or** (↷) and dial **2**.

To return to the held call and release the active call:

- Press **Recall (R) or** (↷) and wait, or press **Recall (R) or** (↷) and dial **1**.

### Making an External Consultation

While on a call you can contact an external number to make an enquiry. To do so on a systemphone:

- While on a call scroll until External Consult is displayed.
- Select **External Consult**.
- Select a free line and dial the number.
    - You can also select a number from the system or personal speed-dial list. When a number is selected it is dialled on a free line.

When the call is answered, you can go back and forth between the two calls.

- Select **Return and Hold** on the display each time you want to return to the held call and hold the current call.
- Select **Return and Relea** on the display when you want to return to the held call and release the current call

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone:

- While on a call press **Recall (R) or** (↷) on your telephone.
- Dial the line access code **9** or **760 - 769** and the external number.

To return to the held call and place the current call on hold

- Press **Recall (R) or** (↷) and dial **2**.

To return to the held call and release the current call

- Press **Recall (R) or** (↷) and wait, or press **Recall (R) or** (↷) and dial **1**.

## Deflecting calls

Deflect allows you to manually redirect an incoming call without answering it. You can deflect a call to another extension or to voicemail.

### Deflecting a call to another extension

When your systemphone is ringing:

- Select **Deflect the Call** on the display.
- Select a free extension from the extension list presented on the display.

The call rings the selected extension and stops ringing at your telephone. If you attempt to deflect a call to an unavailable extension it will continue to ring your telephone.

### Deflecting a call to voicemail

To deflect an incoming call to voicemail, when your systemphone is ringing:

- Select **Deflect to VM** on the display.

The call is redirected to:

- Your personal mailbox if it is a personal call.
- The group mailbox if it is a group call.

## Caller Display Service (CDS)

The Caller Display Service (CDS) allows the telephone numbers of callers to the system to be displayed on all telephones programmed to ring for incoming calls.

You must subscribe to the BT Caller Display service (CDS) to avail of the facility.

By default all analogue lines are programmed not to receive the calling number information.

Please refer to the Administration manual for instructions on programming analogue lines o receive the CDS information

- A caller may choose to withhold their identity. In this case, the display will show **Number Withheld** instead of the caller's number or name.

If more than one caller is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing systemphones the number of the next call in the queue will appear on the displays of the other ringing systemphones.

#### *How a caller's name is displayed at your extension*

BT Quantum allows you to associate names with caller numbers and to display the names instead of the numbers. The names or numbers are displayed as follows:

- The caller's number will appear on the display of all systemphones programmed to ring for incoming calls.
- If a name is associated with the number in either the CLI store or the system speed-dial store the name will be displayed. If a name is associated in both of these stores the CLI store name is presented.

# Diverting Calls: Extension Divert

## Diverting all calls from your extension

You can set divert to automatically redirect all your incoming calls to:

- Ring at another extension.
- Ring at an external number.
- Go straight to your voicemail.

To divert all Calls:

- From the Idle menu, scroll until Divert is displayed.
- Select **Divert.**
- Select **Divert all**.

Enter an internal number or select the required extension from the list if you want to redirect all your calls to another extension.

Enter **9** followed by an external number if you want to divert external calls to an external number. Select **Confirm**.

Extensions should be programmed to allow External Divert so this feature can be used. By default all extensions are restricted from diverting or transferring external calls to an external number. Please refer to the Administration guide for the programming instructions.

- Select **Divert to VM** to redirect calls to voicemail.

A broken tone will be heard at your extension until Divert All Calls is cancelled.

To cancel Divert:

- From the Idle menu, scroll until Cancel Divert is displayed.
- Select **Cancel Divert**.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to divert all calls:

- To an extension dial **732** followed by the extension number and #.
- To an external number dial **732 9** and the external number and #.

- To voicemail dial **732 710**.
- On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to cancel Divert all calls dial **732.**

Note: Broken tone is not provided on Q DECT telephones when Divert All Calls is enabled. It is provided on all other telephones

Note: Confirmation tone is returned when diversions are set or cancelled from the Q and DECT telephones. On the other telephones the display is used to confirm the diversion is set.

## Diverting your calls while you are at another extension (Follow Me)

Follow me allows you to redirect calls to another extension after you have left your extension. To activate follow me:

- From the systemphone you wish to use to answer your calls scroll until Divert is displayed.
- Select **Divert**.
- Select **Follow me**.
- At the prompt either:
  - Enter the number of the extension you wish to use

    or
  - Select from the list of extensions.
- Enter your personal code (**123** by default).

To Cancel Follow Me you can either:

- Select **Cancel Divert** from the Idle menu of your systemphone when you return to it.
- Select **Follow me** from the extension you activated Follow me from and select the extension and personal code as above.

On BT 8528 systemphones, Q DECT telephones, Q phones and compatible standard telephones, to activate Follow Me dial **735** followed by the extension number you wish to use and the personal code of that extension (**123** by default).

To cancel the diversion from BT 8528 systemphones, Q DECT telephones, Q phones and compatible standard telephones dial **732** from the diverted telephone.
You may also cancel Follow me from the extension that activated it by dialling 735 followed by the diverted extension number and the personal code of that extension (**123** by default).

## Diverting calls when your extension is busy

Divert On Busy allows you to divert all your calls to ring at another extension or to your voicemail or an external number if your extension is busy.

To use Divert on Busy:

- From the idle menu scroll until Divert is displayed.
- Select **Divert**.
- Select **Divert on busy**.
- Enter an internal number or select the extension from the list if you want to divert all your calls to another extension.
- Select **Divert to VM** to redirect calls to voicemail.
- Note: If your extension has a voice mailbox, and your line is busy, Divert on Busy is automatically set to send calls to the mailbox.
- Enter **9** followed by an external number if you want to divert calls to an external number.

Note: By default all extensions are prohibited from diverting calls to external numbers. Please refer to the Administration Guide for instructions on programming extensions to allow external divert.

- Select **Confirm**.

On a BT 8528 systemphone, Q DECT telephone, Q phone and compatible standard telephone, to activate Divert on Busy:

- To an extension, dial **733** followed by the extension number.
- To an external number, dial **733 9** and the external number and **#**.
- To voicemail, dial **733 710**.

Note: A call to an extension that has Do Not Disturb set will follow the Divert on Busy settings.

To cancel Divert on Busy:

- From the Idle menu, scroll until **Divert** is displayed
- Select **Divert.**
    - A solid diamond indicates Divert is active**.**
- Select **Divert on busy**. The diversion is cancelled and the display returns to the Idle menu.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to cancel Divert on Busy dial **733.**

### Diverting calls when your extension does not answer

You can use Divert No Answer to redirect all calls that are unanswered after 11 seconds to another extension or to your voicemail or to an external number.

To use Divert No Answer:

- From the idle menu scroll until Divert is displayed.
- Select **Divert**.
- Select **Divert no ans**.
- Enter an internal number or select the required extension from the list if you want to divert all your calls to another extension.
- Select **Divert to VM** to redirect calls to voicemail.
- Enter **9** followed by an external number if you want to divert calls to an external number.
- Note: By default all extensions are prohibited from diverting calls to external numbers. Please refer to the Administration Guide for instructions on programming extensions to allow external divert.
- Select **Confirm**.
- On a BT 8528 systemphone, Q DECT telephone, Q phone and compatible standard telephones, to activate Divert No Answer:
- To an extension, dial **734** followed by the extension number.
- To an external number, dial **734 9** and the external number and **#.**
- To voicemail, dial **734 710**.

To cancel Divert No Answer

- From the idle menu, scroll until Divert is displayed.
- Select **Divert**. A solid diamond indicates divert is active**.**
- Select **Divert no ans**. The diversion is cancelled and the display returns to the Idle menu.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to cancel Divert No Answer, dial **734**.

## Diverting Calls: Group Divert

Group Divert allows you to set a diversion for a group from any extension within that group. When a diversion for the group is set, any call for that group will be redirected. Calls to individual extensions in the group are not redirected.

An extension that is not in the group is not permitted to set or cancel a Group Divert.

## Setting Group Divert

- From the Idle menu scroll until Group Divert is displayed
- Select **Group divert**.
- Select the group for which you wish to divert calls.
- The extension may be in more than one group. A solid box indicates a group that has a divert set.
- Select the type of divert (**All Calls**, **on busy** or **no answer**).
- Specify the destination for the diverted calls:
    - Enter an extension number, or select the required extension from the list if you want to redirect all the group calls to another extension.
    - Select **Divert to VM** to redirect calls to the group voicemail. The group must be allocated voicemail for this option to be displayed.
    - Enter **9** followed by an external number if you want to redirect calls to an external number followed by **Confirm**.

Note: By default all groups are prohibited from diverting calls to external numbers. Please refer to the Administration Guide for instructions on programming groups to allow external divert.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to use Group Divert:

- Dial the Group Divert code.
    - **792**: Group Divert All Calls
    - **793**: Group Divert On Busy
    - **794**: Group Divert No Answer
- Dial the group number (**180 – 199**).
- Dial the destination number and **#**.

## Cancelling Group Divert

If Group Divert All Calls is set, all the systemphones in the group display the prompt Cancel Group Divert.

- Press **Group Divert**.

The Display will show the groups associated with the extension. A solid diamond beside a group name indicates that a Divert is set for that group.

- Select the group for which you wish to cancel Group Divert.
- Select the Group Divert type to be cancelled.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to Cancel Group Divert:

- Dial the Group Divert Code followed by the group number.
- **792** (**180 – 199**) Divert All Calls
- **793(180 – 199)** Divert on Busy
- **794(180 – 199)** Divert on No Answer

### Answering a Door Intercom call

You can answer a Door Intercom call if your extension is programmed to ring when the call key on the Door Intercom is pressed. To answer a door intercom call, lift the handset and speak. There is no code to dial.

You cannot make a call from an extension to the Door Intercom.

### Opening a Door using Door Open

If you have a Door Open mechanism installed, extensions can be programmed to open the door. When a Door Intercom call rings a systemphone Open the Door will be displayed on the telephone.

- Select **Open the door**. The Doorstrike will operate and the call to the Door Intercom will be disconnected.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone to open a door:

- Press (**R**) or ( ) and dial **731** if you are on a call.
- Dial **731** if you are not on a call.

By default no extensions are programmed to open the door. See the Administration Guide for instructions on programming extensions to allow them open the door from their telephone.

## Do Not Disturb

If your extension is set to Do Not Disturb anyone trying to call you will receive a busy (engaged) tone. Call Back and Reminder Call are the only calls that ring the telephone when Do Not Disturb is set. Do Not Disturb is not available on extension 201, the operator extension.

To set Do Not Disturb on your extension:

- From the idle menu scroll until Do Not Disturb is displayed.
- Select **Do not disturb**.

When Do Not Disturb is set you will hear a broken dial tone when you lift the handset.

Broken tone is not provided on DECT phones when Do Not Disturb is enabled.

To cancel Do Not Disturb on your extension:

- From the Idle menu select **Cancel DND**. This option is only displayed when the feature is set.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone:

- To set Do Not Disturb, dial **736**.
- To Cancel Do Not Disturb, dial **736**.

## Forward Recall

A Forward Recall signal may be required if you are using certain network services on standard analogue exchange lines.

To send a Forward Recall signal:

- When on an external call on a systemphone select **Forward recall** on the display.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone Press (**R**) or ( ) and dial **728.**

## Logging in and out of Groups

When an extension is programmed as a member of a group the option to log in or out is shown on the telephone display.

To Log In or Log Out of a group:

- Select **Log in/out** from the display.

The display shows a list of the groups of which you are a member. A solid diamond beside a group indicates that you are logged in to that group.

- Select the group that you wish to Log In to or Log Out of.

On a BT 8528 systemphone, Q DECT telephone, Q phone and compatible standard telephone, to Log In/Out of a group, dial **723** followed by the group directory number (**180 - 199**).

- To log in to all groups of which you are a member, dial **723*1**.
- To log out of all groups of which you are a member, dial **723*0**.

## Night Service

Night Service allows you to specify how your system will handle calls during the night. You can:

- Change the extensions that ring on incoming calls.
- Change the Class of Service at each extension.
- Change the voice greeting that is heard by callers when they are answered by the Auto Attendant or Courtesy Service.

Night Service can be turned on manually at extension 201 only or you can programme the system so that it automatically activates Night Service at a pre-programmed time daily. You can also programme the system to remain in Night Service over the weekend.

Please refer to the Administration Guide for instructions on programming Night Service Class of Service, Auto Attendant and Courtesy services.

### Turning Night Service On

Select **Night service** on the idle menu at the Operator Extension (extension 201).

The system is placed in Night Mode. The Idle display at all extensions is updated to indicate that the system is operating in Night Mode. The option to turn Night Service Off is displayed on the top of the Idle menu at extension 201 only.

### Turning Night Service Off

- Select **Night svc off** at the Operator Extension. (201)

If a BT 8528 Systemphone, Q DECT telephone or a compatible standard telephone is equipped at extension 201 dial **738** to turn Night Service On and Off.

## Operator

To call the operator, dial 0 to ring Group 11. By default, Group 11 contains extension 201 only.

# Paging

If a Public Address (PA) amplifier is connected to the BT Quantum, you can:

- Make announcements over the PA from a systemphone.
- Make announcements over the speakers of all systemphones.
- Make Voice Calls to other users via the speakers of their systemphone.
- Using Page all, page both systemphones and PA simultaneously.

You can programme the system to protect a user's systemphone against both Paging announcements and Voice Calls. Refer to the BT Quantum Administration Guide for details.

## Making an announcement over a Public Address System

If there is a Public Address (PA) system connected to your BT Quantum, extensions can make an announcement over the PA. The extensions that can make announcements over the PA are set in system programming. See the BT Quantum Administration Guide for programming instructions.

To make an announcement over the PA system:

- From the idle menu, scroll until Paging is displayed.
- Select **Paging**.
- Select **Public address** and make your announcement.

The announcement has a maximum duration of fifteen seconds.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to use Paging to make an announcement over the PA, dial **720**.

## Making an announcement over the speakers of all systemphones

Internal Paging allows any extension to make an announcement over the speakers of all systemphones. Only systemphones that are page protected will not be paged.

To use Internal Paging:

- From the idle menu, scroll until Paging is displayed.
- Select **Paging**.
- Select **Page extensions.**
- Make your announcement.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to use Internal Paging, dial **716.**

## Making an announcement over the speakers of all systemphones and the PA

Page All allows any extension to make an announcement over the speakers of all systemphones and the PA amplifier. Only systemphones that are page protected will not be paged.

To use Page All:

- From the Idle menu, scroll until Paging is displayed.
- Select **Paging**.
- Select **Page all**.
- Make your announcement.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to use Page All, dial **730**.

## Making a call over the speaker of another systemphone

Voice Call allows you to speak over the speaker of an individual systemphone. If the systemphone is page protected the voice call will fail.

To use Voice Call:

- From the idle menu, scroll until Voice Call is displayed.
- Select **Voice call**.
- Select the extension you wish to page.
- Make your announcement.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to use Voice Call, dial **715** followed by the extension number.

Note: If a DECT or standard telephone is selected for a Voice Call the phone is rung as a normal call.

## Answering a Voice Call

When a Voice Call is played over the speaker of a systemphone, the microphone is muted.

To respond to the calling extension:

- Press the Mute **key** to activate the microphone. Speak in hands-free mode, or pick up the handset.

## Parking and Retrieving calls

Call Park allows you to put external calls on special hold by 'parking' them in the system. Any extension may then pick up the calls. Five calls may be parked in the system. A parked call will recall the original extension after three minutes.

To Park a Call:

- While on an external call, select **Call park** on the display.
- Select a Position for the parked call (**1 to 5**). **Get parked call** is then displayed on the top line of the display on all systemphones.

To Retrieve a Call:

- Select **Pick up park**.
- Select the call you wish to pick up from Positions 1 to 5.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone:

- To park a call, dial (**R**) or (↷)**722**, followed by the Position (**1 – 5**).
- To retrieve a call, dial **712** followed by the Position (**1 – 5**).

## Redialling Numbers

You can redial any of the last six external numbers you have called.

### Redialling last external number dialled

From the idle menu, select **Redial last number**. A Line is selected automatically and the number is dialled.

On a BT 8528 systemphone, standard telephone or a Q DECT, to redial the last number dialled, dial **77**.

### Redialling other saved numbers

In addition to the last external number, the system saves the previous 5 external numbers that you dialled. These saved numbers may also be redialled.

To redial a saved number:

- From the Idle menu, select **Saved Numbers**.
- Select the number to be redialled.
- This feature is only available on the BT 5330, BT 5320 and BT 8568 systemphones.

# Reminder Call

Reminder Call allows you to set your extension to ring at a given time. Reminder calls must be set daily and cannot be set more than 24 hours ahead.

## Setting a Reminder Call on your extension

1 From the idle menu, scroll until Reminder Call is displayed.

2 Select **Reminder call**.

3 Enter the time in the 24-hour clock format, for example, **0930** for 9.30 am.

At the programmed time the extension will give ten rings. If not answered, it will ring twice more at two-minute intervals and will then cancel.

## Reviewing a Reminder Call

- Select **Reminder call**. The set time will be displayed.
- Select **Confirm** to retain the programmed time.
- To change the time select **Change** and enter a new time.

## Cancelling a Reminder Call

- Select **Reminder call**. The set time will be displayed
- Select **Delete**.
- Select **Confirm**.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone:

- Dial **718 HHMM** to set a Reminder Call.
- Dial **718** to cancel a Reminder Call.

# Ring Back

If you call a busy extension you can use Ring Back to have the extension call you back when it becomes available. If you dial for an exchange line and no lines are free, use Ring Back to be presented with a line as soon as one is available.

## Requesting that a busy extension calls back when free

- When you have called a busy extension, select **Ringback** on the display.

When the extension becomes free, your extension will ring and your display will show Ring Back from Extension.

- Select **Answer the call** or pick up the handset.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, Press (**R**) or (↷) and dial **5**.

### Receiving an exchange line as soon as available

When you dial for an exchange line and none are free:

- Select **Ringback** on the display.
    - When the Line becomes free, your extension will ring and the display will show Ringback from Line.
- Select **Answer the Call** or pick up the handset.
- You are presented with dial tone from the line
- Dial the external number. You do not dial the Line access code **9** or **760 – 769.**

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone to use Ring Back, press (**R**) or (↷) and dial **5**.

## Room Monitor

Room Monitor allows you monitor a room from two extensions outside the room. When an extension activates Room Monitor, and leaves the phone off hook, extensions 201 and 202 can dial the extension number and are connected to it.

To use Room Monitor:

- From the extension in the room, lift the handset and select **Room monitor**.
- Leave the phone off hook.

Extensions 201 and 202 can call the extension in the room, and are connected directly to it. All other extensions calling the extension receive a busy tone.

Extensions 201 and 202 cannot be set for Room Monitor.

If the extension in the room is a BT 8528 systemphone, standard telephone, or a Q DECT telephone:

- To use Room Monitor, dial **798** and remain off hook.
- To cancel Room Monitor, hang up the telephone.

## Storing and Redialling Received Calls

The Calls lists automatically save information about calls to the system. The information stored is:

- The caller telephone number.
- The date and time of the call.

Information is not stored for calls with withheld or unavailable numbers. When a new record is received and the memory is full, the oldest record is discarded from memory. A minimum of 500 call records can be stored.

Your system is programmed to store call data for:

- All extensions: up to ten numbers are stored in each extension's Calls - Personal list. These are calls that only ring the extension.
- One central store for all incoming calls that are presented to the system and are not ringing an individual extension. A prompt on extension 201 alerts you that new calls have been stored in the Calls – System list.

Refer to the Administration Guide for information on programming the storage of call data.

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, this feature is not available.

### Examining and redialling stored caller numbers

To examine the personal store of answered and unanswered calls in your systemphone:

- From your extension, select **Calls – Personal.**

To examine the system store of answered and unanswered calls:

- From any extension, select **Calls – System.**

The phone numbers and times of the last calls received calls are displayed in groups of four.

To dial one of the displayed numbers:

- Press the key beside the record of the number you wish to dial.

- If the extension is restricted from dialling the number, or if there is no line available, you will hear a busy tone.

- If the call was answered, the display will show an A on the right-hand side of the record. If the call was not answered, the A will not be displayed.

- An R displayed on the right-hand side of a record indicates that the number has been redialled.

# Mobility Features

BT Quantum includes features that support today's mobile lifestyle:

- Fixed Mobile Convergence (FMC) allows you to switch between your desk and mobile telephones while you are on a call.
- Remote Teleworker allows you to locate BT Quantum extensions at a remote site.
- Paired Extensions allows you to duplicate the number and functionality of your first extension in a second location.

## Combining your Desk and Mobile telephones (FMC)

Incoming calls to a number dedicated to your telephone, a Direct Dial In (DDI) number, can be programmed to simultaneously ring your desk and your mobile telephone. Calls answered on the desk telephone can be sent to the mobile.

Calls answered on the mobile telephone can be picked up at the desk telephone.

Calls answered on the mobile telephone can be transferred to any extension connected to the system.

These features are available when ISDN and IP Trunks are used. They are not available on standard analogue exchange lines. Refer to the BT Quantum Administration Guide for programming instructions.

### Sending Calls from the Desk Telephone to Mobile Phone

When a call ringing a desk and mobile telephone is answered on a BT 5330, BT 5320 or BT 8568 systemphone, the option Send to Mobile is presented on the display.

To send the call to your mobile telephone:

- Select **Send to Mobile**.
- A call is placed to the mobile telephone.
- Hang up your desk telephone when you hear ringing tone.

- Answer the call on the mobile.

The display on the desk telephone shows Retrieve from mo. When selected, the call is re-connected to the desk telephone and disconnected from the mobile.

## Retrieving Calls from the mobile telephone

When a call ringing a desk and mobile telephone is answered on the mobile you can:

- Go to the desk telephone and retrieve the call by selecting **Retrieve from mo** on the telephone display.

## Transferring calls from the mobile telephone

When a call ringing a desk and mobile telephone is answered on the mobile you can:

- Transfer the call from the mobile to desk telephone. To do so:
  - When on the call on the mobile, dial **#**. You will hear silence.
  - Dial the extension number of the desk telephone. If a valid extension is dialled you will hear ringing tone. If an invalid number is dialled the call remains on the mobile telephone.
  - Hang up the mobile.

## Turning mobile ringing on and off manually

On the desk telephone that is associated with the mobile telephone:

- Select the ⊗ key.
- Select **FMC options**.
- Select **Mobile ring off** to turn off simultaneous ringing of the desk and mobile telephones.
- Select **Mobile ring on** to reactivate simultaneous ringing of desk and mobile telephones.

## Turning mobile ringing on and off automatically

You can set a time when mobile ringing is automatically turned on and off.

On the desk telephone that is associated with the mobile telephone:

1 Select the ⊗ key.

2 Scroll and select **FMC options**.

3 Select **Auto on time** and enter the time at which parallel ringing is to be turned on, in HHMM format.

4 Select **Auto off time** and enter the time at which parallel ringing is to be turned off, in HHMM format.

5 Select **Confirm**.

### Weekend service

You can turn parallel ringing of desk and mobile phones off over the weekend. To do so:

- Select the ⊗ key.
- Scroll and select **FMC options**.
- Select **Weekend service**.

### Mobility Features Dialling Codes

To use the FMC functionality on BT 8528 systemphones, Q DECT telephones, Q phones and compatible standard telephones, use the following codes:

- To send a call to the mobile Press (**R**) or (↷) **and dial 788** when on the call at the desk or DECT telephone.
- To retrieve the call from the mobile dial **787** from the associated telephone.
- To turn the mobile ringing on and off dial **790**.
- To set an automatic on time, dial **791 HHMM HHMM** (the On and Off time). To cancel the automatic on and off times dial **791∗.**
- To turn Weekend Service on and off, dial **795**.

## Remote Teleworker

Remote Teleworker functionality is supported on some BT Quantum configurations.

When an ADSL line is equipped on the system, extensions can be programmed as Remote Teleworker extensions and located on a site with access to the Internet. The remote extensions must be BT 5330 or BT 5320 systemphones.

Once programmed and equipped these remote extensions, which are typically located at the extension users' homes, have access to all the functionality provided by the system.

You can set up a BT 5320 or BT 5330 IP systemphones as a remote teleworker extension.

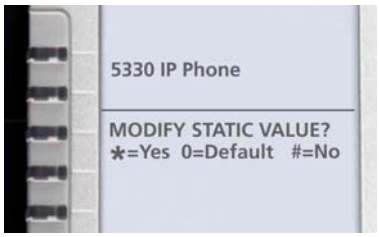
To do so, your administrator must first use the web interface to configure the extension as an IP phone. For instructions, refer the BT Quantum Administration Guide.

To programme the phone as a remote extension:

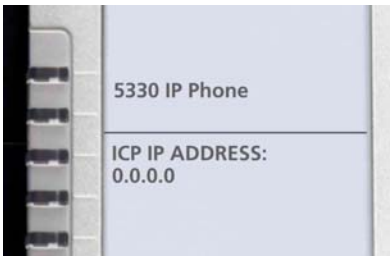
- Power on your IP phone.

- During power on press the 2 arrow keys on the front of your telephone at the same time until the screen shown below is displayed.

- Select * (Yes) for Network Parameters.
- Select # (No) until the following appears:




- Select * (Yes) to Modify Static Values.
- Scroll down until ICP IP Address appears on your screen.




- Enter the ICP IP Address given to you by your system administrator (this will typically be the WAN IP address of the BT Quantum System).
- Scroll until TFTP Address appears on your screen.
- Enter the value given to you by your system administrator (this will typically be the WAN IP address of the BT Quantum System).
- Scroll until Store changes is shown and select * (Yes).
- Scroll until Reboot now appears and select * (Yes).

Your telephone is now ready to be used.

## Paired Extensions

An extension can be paired with another extension providing a master and alternate extension. The full functionality of the master extension, including extension number and all programmed features, can be transferred to the alternate extension. This provides the user with all normal telephony facilities at two different locations.

Your administrator must first use the web interface to configure the extension paired feature, for instructions refer the BT Quantum Administration Guide.

When two systemphones are paired, the option 'Swap with XX' is displayed on the idle menu of both telephones where XX is the extension number of the other paired phone.

To swap the telephones:

- Select **Swap with XX** and
- Enter the personal code, **123** by default.

On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, enter the code **702** followed by the personal code (123 by default) to switch between telephones.

# Personalising your BT Quantum Systemphone

This section describes features you can use to personalise your systemphone.

## Adjusting the Viewing Angle

On a BT 8568, BT 8528, BT 5320 and BT 5330, the stand built into your telephone tilts to give you a better view of the keys.

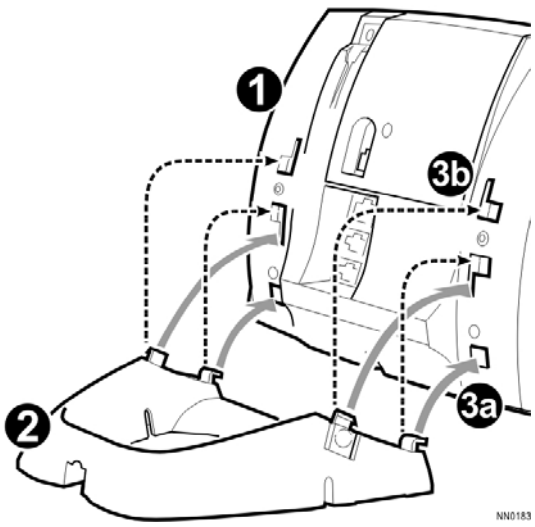
To tilt the telephone for better viewing:

1 Turn the telephone so that the front faces away from you.

2 Hold the base unit firmly and press the release tabs on the sides of the stand to detach the base unit.

3 Hinge the hooks of the base unit into the notches on the back of the telephone and snap into place as follows:

- For a high-angle mount, hinge the two lower hooks into the bottom set of notches and snap the two upper hooks into the middle set of notches.



- For a low-angle mount, hinge the two lower hooks into the middle set of notches and snap the two upper hooks into the top set of notches.

## Changing Volume Levels

To change the volume level on a BT 8528, BT 8568, BT 5320 and BT 5330 systemphones:

- When on a call press the ^ Up and v Down keys to adjust the volume.
- When a telephone is ringing press the ^ Up and v Down keys to adjust the ringer volume.

For instructions on how to change the volume levels on a Q phone, standard telephone or a Q DECT telephone, refer to the instruction guide for your specific phone.

## Changing the Ring Tone

On any of the systemphones, you can select one of six ring tones. The method of changing the ring tone depends on the type of telephone you are using.

### Changing Ring Tone on the BT 5330 and BT 5320 IP Systemphones

- On your systemphone, press the Programme key ⊗.
- Scroll until Ringing Options is displayed.
- Select **Ringing options**.
- Use ^ Up and v Down keys to select each of the tones in turn. This causes the selected tone to sound.
- Select **Exit** when the preferred ring tone is sounding.

### Changing Ring Tone on the BT 8568 Systemphone

- From your systemphone, press the ⊗ key.
- Scroll until Ringing Options is displayed.
- Select **Ringing options**.
- Tones 1 – 6 are displayed (scroll down to select tones 5 and 6).
- Select the tone. The tone sounds when selected.
- Scroll down and select **Confirm.**

### Changing Ring Tone on the BT 8528 Systemphone

To change the ring tone on the BT 8528 systemphone, dial **703**.

Use the ^ Up and v Down to select each of the tones in turn. This causes the selected tone to sound.

Press the key when the preferred ring tone is sounding.

### To change the ring tone on the BT Q DECT telephone:

- Press the **Control** key.
- Select **Settings Icon** from display.
- Scroll right/left to set volume and melody.
- Press **Save** on display.

To change the ring tone on a standard telephone, refer to the documentation with your specific telephone.

## Adjusting the Display Contrast and Brightness

The method of adjusting display contrast and brightness depends on the type of telephone you are using.

### Adjusting Contrast and Brightness on the BT 5330 and 5320 IP Systemphones

- On your systemphone, press the **Phone Adjust** key
- Use the Brightness + and Brightness – keys from the display to adjust the brightness
- Use the Contrast + and Contrast – keys from the display to adjust the contrast
- Press Save then Close.

### Adjusting Contrast and Brightness on the BT 8568 Systemphone

You may choose from four levels of display contrast.

- From your systemphone, press the ⊗ key.
- Scroll until Contrast options are displayed.
- Select **Contrast** options.
- Select **Level 1** to **Level 4** to set a contrast option.
- Press ⊗ to set the level.

## Listening to Background Music

This feature allows you to have music played over the speaker of a systemphone while the extension is idle. Background music is supplied only if there is an external music source connected to the system. Background music is disconnected as soon as you lift the handset or a call rings the extension.

- From your systemphone, press the ⊗ key.
- Scroll until Background Music is displayed.
- Select the required option: **Music ON** or **Music OFF**.

On a BT 8528 systemphone dial the code **706** to turn Background music on and off.

## Using Programmable Keys

### Programmable Keys on BT 5320, BT 5330 and BT 8568 Systemphones

You can re-programme any or all of the programmable keys located on the systemphone. You can programme these keys to select lines, extensions, features or speed-dial numbers.

- From your systemphone, press the ⊗ key.
- Scroll until Key Programming is displayed.
- Select **Key programming.**
- Press the programmable key to be programmed. A list of options appears on the display.
- Scroll through the list of available features
- Select the required feature to be programmed onto the key.
- Select **Confirm**.

Note: If you are programming the key to call an external number remember to precede the number with a **9**, or an Outgoing Group code (**760** – **769**), to select an exchange line.

### Programmable Keys on a BT 8528 Systemphone

You can re-programme any or all of the Programmable Keys located on the BT 8528 systemphone. You can programme these keys to select lines, extensions, features or speed-dial numbers.

- From your BT 8528 systemphone, go off hook and dial code **727**.
- Select the key to be programmed.
- Dial the feature code or number to be assigned to the key.
- Go on hook to finish programming.

The feature codes are shown in the Appendix on page 60.

Note: Line 1 is code **#501**; line 2 is code **#502** etc.

## Locking your extension

Extension Lock allows you to lock your extension to prevent unauthorised users from making external calls. You use a personal code to lock, unlock, or to make calls from a locked extension. The default personal code for all extensions is 123, but each extension can change it.

### Locking your extension

- From the idle menu, scroll until Extension Lock is displayed.
- Select **Extension lock**.
- Select **Lock the phone**.
- Dial your 3-digit personal code. (The default personal code is **123**)

On a BT 8528 systemphone, Q DECT telephone, Q phone, or a compatible standard telephone, to lock your extension, dial **713** followed by the personal code.

### Unlocking your extension

- Select **Unlock the phone**. This display option only appears when the extension is locked.
- Dial your 3-digit personal code. (The default personal code is **123**).

On a BT 8528 systemphone, Q DECT telephone or a compatible standard telephone, to unlock your extension, dial **713** followed by the personal code.

### Making a call from a locked extension

- Dial **9**, or press a Line Key, or dial (**760 - 769**).
- Dial your 3-digit Personal code. (The default personal code is **123**). A line is selected and you hear dial tone.
- Dial the external number.

### Changing your personal code

- From the idle menu, scroll until Extension Lock is displayed.
- Select **Extension lock**.
- Select **Change lock code**.
- Dial the existing 3-digit personal code. (The default personal code is **123)**.

- Dial your new 3-digit personal code. The new Personal code will not be displayed when entered.

On a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone, to change your personal code, dial **714** followed by your current personal code and the new personal code.

## Resetting an extension

You can reset your extension to cancel all the following features if they have been set:

- Do Not Disturb
- Divert All Calls
- Call Back
- Reminder Call

To reset your systemphone:

- From the idle menu Select **Reset the phone**.
    - The Display shows Phone is reset for a few seconds before returning to the idle menu.

On a BT 8528 systemphone, Q DECT telephone, Q phone, or a compatible standard telephone, to reset your telephone dial **739.**

# Appendix: Feature Access Codes

You may access the wide range of BT Quantum features with a BT 8528 systemphone, Q DECT telephone, Q phone or a compatible standard telephone. The following table lists the codes you need to enter to use each feature.

Note that in the table the letter R indicates the Recall key, which is the key on the BT 8528 and BT 8568 systemphones and on the BT 5320 and 5330 systemphones.

| Feature | Code | Feature | Code (R = Recall key) |
|---|---|---|---|
| Account Code: before call | 796 xxxx | Log Out of All Groups | 723∗0 |
| Account Code: while on a call | R797 xxxx | Log In/Log Out of one group | 723 xxx ( Group No.) |
| System Voicemail On/Off | 737 | Log In to All Groups | 723∗1 |
| Auto Answer On/Off (BT 8528 Systemphone only) | 705 | Line Access – Group 1 | 9 |
| Background music (BT 8528 Systemphone only) | 706 | Line Access – Groups 2–11 | 760 - 769 |
| Call Pick-up (directed to an extension) | 726 xxx | Night Service (extension 201 only) | 738 |
| Call Toggle – FMC- Retrieve call | 787 | PA Announcement | 720 |
| Call Toggle –FMC- Send call | R788 | Page – Systemphones | 716 |
| CLIR activation | 724 | Page All | 730 |
| Conference | R3 | Page – Voice call | 715 |
| Divert All | 732 xx | Paired Extensions: switch phones | 702 |
| Divert on Busy | 733 xx | Parallel Ringing On/Off | 790 |
| Divert on No Answer | 734 xx | Parallel Ringing On/Off Times | 791 (HHMMHHMM) |
| Do Not Disturb – set/cancel (Not valid for extension 201) | 736 | Parallel Ringing Weekend Service | 795 |

| | | | |
|---|---|---|---|
| Door Open – when not on a call | 731 | Park Calls | R722 (1-5) |
| Door Open – when on a call | R731 | Pick Up Parked Call | 712 (1-5) |
| Extension Groups 1-10 | 180 -189 | Redial | 77 |
| Extension Groups 11-20 | 190 -199 | Reminder Call | 718 HHMM |
| Extension Group 11 | 0 | Reminder Call Cancel | 718 |
| Extension Lock – change code | 714 xxx yyy | Reset Telephone | 739 |
| Extension Lock - lock/unlock | 713 xxx | Return and Hold in Two Call Handling | R2 |
| Extension Numbering (default) | 201-248 | Return and Release in Two Call Handling | R1 |
| External Call Hold | R | Ring Back | R5 |
| External Call Retrieve from Hold | 719 | Ring Tone Change (BT 8528 Systemphone only) | 703 |
| Follow Me (with Personal code) | 735 xxx-xxx | Room Monitor | 798 |
| Forward Recall | R728 | Speed Dial Access (Personal) | 7401-7450 |
| Group Divert All Calls | 792 | Speed Dial Programme (Personal) | 7501-7550 |
| Group Divert on Busy | 793 | System Speed Dial Access | 4001-4999 |
| Group Divert on No Answer | 794 | Voicemail (See Note below) | 710 |
| Key Programming (BT 8528 Systemphone only) | 727 | Voice mail access (See Note below) | * |

Note: The code **710** is used when you are forwarding calls to your Voice Mail box e.g. dial **723 710** to forward all your calls to your voice mailbox. To access the voice mail from your telephone dial * and follow the voice prompts.

Note: When codes are dialled to programme or access a facility there may be a slight delay before the code is accepted. You may dial # after the code to eliminate the delay.

**Offices Worldwide**

The telecommunications services described in this publication are subject to availability and may be modified from time to time.

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This device confirms to Directive 1999/5/EC on Radio Equipment and Telecommunications Terminal equipment as adopted by the European Parliament